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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Art Unit 3629

Examiner Naresh Vig

In Re: Christopher Clemmett MacLeod Beck et al.
Case: P3318D1
Serial No.: 09/801,011
Filed: 03/06/2001
Subject: Interface Engine for Managing Business Processes Within a
Multimedia Communication-Center

To the Commissioner of Patents and Trademarks
Washington, D.C. 20231

Response A

Dear Sir,

In the claims:

The claims presented for examination are reproduced below. The claims herein amended are marked (Amended), those claims left unchanged are marked (Unchanged).

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B1

19. (Amended) An object-oriented programming tool for use by a programmer in constructing an Interactive Process Module (IPM) adapted for use with an operating system (OS) in a multimedia call center (MMCC), comprising:
a graphical interface comprising an input facility adapted for defining a task, definition including a task identifier, a task description comprising activities performable automatically by the operating system, and prerequisite relationship